*FY 05 Annual Mail Management Report

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*Please note, GSA only wishes to receive (1) consolidated report from Executive or Departmental Agencies.

FY 05 Annual Mail Management Report   Report Year _____
(You may use your own format just as long as the content remains the same)

Part A – General Information

Date of Report: _____

Executive Agency or Department:

_____

Executive Agency or Department Mail Manager:

_____
(Please report the name of the executive agency or department mail manager to GSA whenever it changes)

Mailing Address:
_____

 _____

E-Mail Address:
_____

Phone Number: _____Fax Number _____

List Alternate POC:

_____

Phone Number: _____E-mail Address: _____

Information about your executive agency or department's bureaus (those that spend more than $250,000 per year in postage expenses) (Please attach additional sheets as needed):

Name of Bureau or Program:
Location:
Bureau Mail Manager:
Annual Postage Expense:
Major Categories of Outgoing Mail:

GSA

Part B - Total Agency Expenditures Nationwide Paid To All Service Providers
(please attach additional information, if necessary)

Service Provider	Domestic Costs	Intl' Costs (Airmail, IPA, or ISAL)	Total pieces	*Data Source
a) United States Postal Service **(OMAS)**				
b) United States Postal Service **(Commercial Payments)**				
c) List all service providers below				
Grand Total (for all service providers)				

* Data source may include information extracted from financial data reports or systems, carrier reports, agency surveys or estimates, etc. You may use a chart, bar graph, etc., to illustrate the costs.

Part C – Professional Certification and Training

How many federal employees and/or contractors who work in your agency's mail operations (nationwide) are certified as follows?

Certified Mail and Distributions Systems Manager (Mailing Systems Management Association)	
Executive Mail Center Manager (USPS)	
Mailpiece Quality Control Specialist (MQCS), (USPS)	
Certified Mail Manager (International Publishing Management Association)	
Other agency or industry certification (please specify):	

Part D – Performance Measures and Best Practices Checklists

To what extent did your agency use the following practices during FY 2005 (Please check only box per line)? Please elaborate on how you implemented at least 3 of these best practices in your agency.

	Small part(s) of the agency	Large part(s) of the agency	All parts of the agency	Not at all
1. Making program officials accountable for postage costs via charge-back systems or processes that give the same effect				
2. Obtaining the maximum discounts available from the USPS				
3. Using alternate service providers to drop-ship mail to USPS facilities close to final destinations				
4. Using USPS tools such as MERLIN, PLANET Codes, PostalOne!, CASS, NCOA, etc. to make mail more efficient and effective				
5. Consistently designing mail pieces so that they are eligible for the lowest postage rates				
6. Consistently and frequently cleansing and updating mailing lists to maximize discounts and to minimize "undeliverable as addressed" mail				
7. Helping mail managers obtain professional certification				
8. Using systems that track postage costs in real time, independent of billing information from service providers				
9. Using an automated system that provides managers up and down the line with real time financial and performance data				
10. Publishing a detailed, agency-level mail management policy document				
11. Ensuring that every major facility has a published mail services guide				
12. Establishing budgets for all operations that show projected costs for postage, equipment, space, personnel, training, etc.				
13. Electronically connecting digital document production, printing, and mail preparation				
14. Collecting all available refunds from express carriers				
Other Best Practices:				

**To what extent did your agency use the following performance measures during FY 2005 (Please check only box per line)?
Please elaborate on how you implemented at least 3 of these performance measures in your agency.**

	Small part(s) of the agency	Large part(s) of the agency	All parts of the agency	Not at all
For Incoming Mail:				
1. Sort rate (pieces per hour)				
2. Percent of internal mail delivered on time				
3. Percent of incoming USPS mail delivered on time				
4. Percent of accountable mail delivered on time				
5. Percent of internal and USPS mail sorted correctly				
For Outgoing Mail:				
1. Cost per piece by class				
2. Worksharing savings				
3. Express mail expense as a percentage of total postage				
4. Percent of meter postage and/or stamps that are spoiled				
5. Percent of mail moved to USPS on the day it is received in the mail center				
6. Percent of mail returned as undeliverable as addressed				
Management Measures:				
1. Ratio of production staff to administrative and supervisory staff				
2. Customer satisfaction				
3. Employee satisfaction				
4. Workplace safety (for example, work hours lost to accidents)				
5. Annual hours of training per FTE				
6. Frequency of customer complaints				
Other Performance Measures:				

Part E – Mail Center Security Verification

All federal agencies and locations where an agency has one or more full time personnel processing mail are required develop and implement a written mail security plan (41 CFR 102-192.85). This requirement remains in force.

However, the same regulation also requires each agency to attach a sample security plan to their annual report (41 CFR 102-192.55(b)). GSA is no longer requiring agencies to do this and will reflect this change in the upcoming revision to the regulation. GSA does encourage agencies to attach a sample security plan so that we can select some of your best practices and promote them to other agencies.

Mail Security Verification:

By signing below, you are verifying that:

- You have an agency-wide policy that requires every mail center to have a written security plan if they have one or more full time people processing mail;
- Your policy requires that a competent authority review each of those plans at least once a year; and
- You have taken all reasonable steps to ensure that every mail center in your agency that falls within the scope of this requirement has a security plan that has been reviewed within the past 12 months.

If you cannot verify that these three conditions are true for mail operations throughout your agency, please include with this report a discussion of the outstanding issues related to this requirement.

_____   _____
Signature   Typed or Printed Name

_____   _____
Title   Date signed

Special note for those submitting their reports electronically: If you can verify as described above, please fill out all of the above except the actual signature.